

SALTSCAR PPG - END OF YEAR REPORT – December 2014

This is the end of our first year as a Patient Participation Group (PPG), the end of a calendar year and the start of a new PPG year, so it's a good point to take stock. Our constitution does not call for an AGM so I thought I would present a brief resume of where we started, how we have managed ourselves, what we have achieved in benefits for patients & the Saltscar Practice, as well as taking a brief look into the future.

Initially we were busy appointing officers, developing the constitution, meeting arrangements & getting into the patient survey on The Practices Prescription Service, compiling the questionnaire, survey arrangements and the analysis of results.

At the beginning we started off with 12 members and with very little idea of what we were supposed to be doing. The initial flurry of activity and conducting of the survey soon gave way to what in hindsight I have called a bit of a crisis of confidence. We soon became a little rudderless, numbers dropped to nine and morale seemed to drop, although thankfully attendance and input from members and the Practice did not falter.

During this period there were some disappointing aspects to our activities, namely, we were unable to appoint a secretary from our members. Neither did we manage to get free parking for patients or any joint meetings with other local PPGs, but at least we tried!

Perhaps in hindsight, as a new group, we may have been too eager, too optimistic & perhaps the Practice was a bit wary of what we were up to. Everything was a bit new to the Group and the Practice but we are grateful for their input and continuing support.

However, there have been quite a lot of worthwhile results. The prescription survey was a success in terms of its results, speed of completion and the number of questionnaires completed. We have publicised many important messages via newsletters, posters and the web site relating to prescriptions, appointments, flu clinics and triage publicity. We were proactive with the one off urgent newsletter in persuading patients not to go to A/E etc and highlighting the role of and access to nurses and doctors. We assisted in drawing up the revised Practice Brochure, which is looking very good and have made some important contacts within the CCG.

As you know we are drawing up a document outlining what we understand to be the Purpose of our PPG. This is a joint venture with the Practice to establish what we see ourselves doing together and more importantly, it establishes commitment which will have the full backing of members, Practice staff and Doctors. From my perspective I can't stress how important I think that is to cementing the future of the Group. Also and although it arose from an unexpected situation, there are now plans afoot with PPG input, to improve arrangements for future mass flu, shingles and pneumonia clinics.

We also joined the National Association of PPGs (NAPPG), and I have been delighted with how well we compare to their definition of good practice, I already mentioned that in the first year I thought we went through a crisis of confidence, it is very clear from all NAPPG literature that new PPGs do not just happen, are not the same & take time to grow both in the range of activities, the relationship with the Practice and in understanding what they do & how they operate. Judging from the NAPPG information, we more than measure up to all these tasks and in all respects and I consider we have done very well in our inaugural year. I hope our members will look upon it with some satisfaction and conclude we have been a lot more than just a talking shop & furthermore, we closed the year still with nine members.

Before reading the NAPPG documents I thought perhaps I was not giving sufficient leadership in my role as Chairman and felt it might be time for a new impetus. I know there are improvements to be made, but

with our PPG Purpose Document and input from the NAPPG, I now think we are very much on the right track.

For 2015 we are on the verge of several new, and I believe exciting activities, these are fully supported and encouraged by the Practice, and PPG members and Practice staff will be working together to carry them out. Plans for the coming year include:-

Developing and installing a new and independent website with the Practice, which will give the Practice and the PPG more control over the website content.

Using the media to project health related messages to a wider audience

Assisting the Practice to prepare for a forthcoming CQC inspection which is vitally important to the Saltscar Practice and its patients

Establishing a regular PPG presence in the waiting room, to inform patients of our purpose, activities and achievements and to encourage patients to join our Group.

We are also setting up a working group to review and refresh all the information displayed in the waiting room to make it more interesting and give the waiting area a more enhanced appearance.

Our Group and the Practice has already started to revise the Practice Brochure and many of the patient information leaflets, which are now available

In producing the Monthly Newsletter and by use of the media and proposed website, we will work with the Practice to keep our patients' aware of current NHS and health related issues as well as PPG and Practice news.

As our relationship with the Practice, our confidence and our development grows, I look forward to the coming year with enthusiasm and confidence and to working together for the benefit of patients, the Practice and the NHS. Thank you all, members and Practice staff, for your input and involvement over the last successful 12 months..

(And if you must) Bernard Horne, Chair, Saltscar Patient Participation Group